

# NETWORK MANAGER REPORT

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OCTOBER 2009

SUBMITTED BY Barrett Gilbreath, General Manager

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## OVERVIEW

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### Operations

With license renewal season underway, October proved to be a busy month for Alabama Interactive. AI implemented five new applications and completed change management updates for thirteen additional applications. Year to date, AI has released a total of 24 new applications to production.

Highlights for the month were:

- During the 2009 session, the Alabama Legislature passed Act 2009-561 which requires all licensed contractors performing work on any construction project or job located in the state of Alabama to pay a construction tax fee to the Alabama Department of Revenue. AI launched a new application for the Department of Revenue to allow contractors to pay the General Contractors Tax online.
- AI completed an update for the Alabama Department of Public Health Facility Renewals. The application experienced an 18% increase from October 2008 to October 2009.
- The Inmate Canteen Deposit System for the Alabama Department of Corrections has processed over 1,500 transactions during the month of October; up 19% from the month of September.
- AI launched an Initial License Application with the Alabama Onsite Wastewater Board. This service allows qualified individuals to apply for their renewal license online.
- The Alabama State Board of Licensure for Professional Engineers and Land Surveyors License renewal application experienced a 15% increase from October 2008 to October 2009. This application allows professional engineers to renew their licenses online.
- AI was contacted by the Alabama Heating and Air Conditioning Contractors Board to create a license renewal application for their existing service for refrigeration licensees. The new application will allow licensees to renew in an easy and more efficient way online.
- In October, AI completed and launched a new exam application for the Alabama State Bar. This service will allow law school graduates to apply for the State Bar Examination online.
- Since its launch in August 2009 the Child Labor Certificate application for the Department of Labor, Child Labor Division has processed almost 4,000 certificates processing nearly \$60,000 for the Division. This application allows employees to purchase child labor work certificates for working minors online.

## **Marketing**

With renewal season in full swing, Alabama Interactive's marketing team stayed particularly busy. October has been a very rewarding month with the launch of 13 updates and 5 new applications. Last month's aggressive application development and preparation has allowed this renewal season to progress smoothly. With the number of updates required for the 2009 renewal season, each member of the team worked to ensure all applications were updated and tested before they were submitted to the agencies.

## **Customer Service**

The customer service team has been busy this October during the peak of renewal season. The team assisted many constituents in renewing their professional licenses as well as support calls for technical assistance. The customer service team continues to work closely with the project managers and developers to provide better application functionality for constituents.

With a growing number of applications, the customer service team responds to a high volume of requests each day. This October, the team noticed a large increase in chats and questions regarding information about the State of Alabama and its government agencies. Some of the calls the customer service team fields on a regular basis may include identification of Alabama Interactive charges appearing on their credit cards, to requesting duplicate copies of their Child Labor Certificates.

## **Development**

The Alabama Interactive development team welcomed Brett Forster as our newest Java developer. Brett is a recent graduate of ITT Technical Institute where he majored in Software Application and Programming. In his first month with Alabama Interactive, Brett has already shown himself to be a valuable asset and addition to the development team by re-writing 2 older applications.

During the month of October the Alabama Interactive Development team held two meetings. During the first meeting the team discussed and reviewed new options available through a new software development tool Ideally. These new options allow the Dev-Share team to create custom code document templates, which will streamline the development process. During this meeting the team was able to create a set of custom code documents to be used to automatically add credit card and/or electronic check payment processing to Alabama Interactive's applications more efficiently. This new development tool will help the team further by saving time during the initial development process of new applications and application re-writes.

During the second meeting, the team took time to complete a detailed code review of our newest developer's first application. During this time the team made recommendations based on best practices for code layout, formatting, efficiency, security and functionality. This was a good learning time for not only the new developer, but also the entire team.

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## PROJECT REPORT

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### Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows subscribers to locate last known lien holder of an abandoned vehicle	02/27/2009
Alabama Department of Finance	Alabama Stimulus Website	Outlines the distribution of state stimulus funds	02/27/2009
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows County Probate Offices to interface with the DCNR system online	03/02/2009
Alabama Real Estate Commission	Approved Course	Allows licenses to view the courses approved by AREC	03/05/2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	03/13/2009
Alabama Department of Corrections	Inmate Banking Deposit System	Allows for online deposits to the inmate's canteen account	03/19/2009
Alabama Department of Education	Merchant Service	Provide merchant service for certificate renewals	03/23/2009
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	04/02/2009
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	04/28/2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	05/13/2009
Alabama Board of Court Reporting	Initial License Application	Allows users to apply for license online	06/04/2009
Alabama Department of Insurance	Merchant Service	Merchant service for Producer Directory CD	06/09/2009

Alabama Department of Labor	Child Labor Work Certificates	Allows employers to purchase work certificates for employed minors	8/04/2009
Alabama Real Estate Commission	Official Document Printing	Allows licensee to approve or license via menu	8/18/2009
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	8/28/2009
Alabama Department of Public Safety	Accident Report Sales	Allows users to retrieve Crash Reports online	09/01/2009
Alabama Real Estate Commission	New School Registration	Allows instructors to register as an accepted real estate school	09/14/2009
Alabama Department of Revenue	Auto Dealers License	Allows auto dealers to apply and renew online	09/23/2009
Alabama Department of Revenue	Construction Fee Return	Allows general contractors to file and pay their Construction Fee tax online	10/1/2009
Alabama Board of Heating, Air Conditioning and Refrigeration Contractors	Refrigeration Contractors Renewals	Allow Refrigeration Contractors to renew their State licenses online	10/1/2009
Alabama Onsite Wastewater Board	License Renewal	Allows license installers, etc. to renew online	10/1/2009
Alabama State Bar	Exam Application	Allows law school graduates to apply to take the Bar Exam online	10/16/2009
Alabama Department of Environmental Management	Merchant Service	Merchant service for the payment of Bacterial Water invoices	10/26/2009

## Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to exempt state agencies to be exempt from fees	02/17/2009
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	02/20/2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	02/20/2009
Alabama Board of Mental Health and Mental Retardation	Exam Application	Updates to Certificates	02/26/2009
Alabama Department of Public Health	EMS Renewals	Allows facilities to renew numerous licenses with one payment	02/25/2009
Alabama Board of Interpreters and Translators	Permit and License Renewals	Updates to existing fees	02/27/2009
Alabama Department of Education	Certification Requests	Adding additional validation for social security number	02/27/2009
Alabama Department of Public Safety	Merchant Service	Update to field in Web service	02/27/2009

Home Builders Licensure Board	Initial Application	Rewrite of existing application	03/01/2009
Alabama Real Estate Commission	Initial Course	Updates to existing applications	03/01/2009
Alabama Board of Professional Engineers and Land Surveyors	Continuing Education Log	Update to application used to log CE hours	03/16/2009
Alabama Real Estate Commission	Course Renewal	Updates to existing applications	03/19/2009
Alabama Board of Professional Engineers and Land Surveyors	License renewals	Update to renewal application to include continuing education hours from log	03/20/2009
Alabama Criminal Justice Information Center	Criminal Histories	Add notification of discount quantities	03/20/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Allow county users to change license type	03/27/2009
Alabama Bar Association	Sections Updates	Updates to 2009 sections	04/01/2009
Alabama State Board of Social Work Examiners	License Renewals	Creation of intranet for license renewal	04/02/2009
Alabama Real Estate Commission	Certifications	Updates to existing applications	04/03/2009
Alabama Board of Education	Merchant Service	Updates to existing application	04/06/2009
Alabama Bar Association	Annual Registration	Update to 2009 conference registration	04/21/2009
Alabama Board of Cosmetology	License Renewal	Updates to existing application	04/30/2009
Alabama State Board of Chiropractic Examiners	Facility Renewal and Initial License	Updates to existing applications	05/04/2009
Alabama Farmer's Market	Shopping Cart	Rewrite of current application	05/08/2009
Alabama Board of Cosmetology	License Renewal	Update to fees	05/13/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Updated functionality and added inter agency transfer	05/15/2009
Alabama Board of Nursing	Reinstatement	Updates to existing application	05/20/2009

Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	05/22/2009
Alabama Alcoholic Control Board	License Renewal	Adding interagency transfer to renewal, updates to dates	06/01/2009
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/02/2009
Alabama Secretary of State	Uniform Commercial Code Filings	Allow several amendments to a single file to occur in the same day	06/06/2009
Alabama Board of Nursing	Endorsement Application	Updates to email receipt	06/12/2009
Alabama Board of Court Reporting	Renewal Application	Updates to existing application	06/15/2009
Alabama Board of Cosmetology	Renewal Application	Add Discover and American Express payment options	06/22/2009
Alabama Home Builders Licensure Board	Expired Application	Rewrite of existing application	06/22/2009
Alabama Board of Cosmetology	License Renewal	Change late fees for all renewal types	7/01/2009
Alabama Home Medical Equipment Services Providers	License Renewal	Date changes to existing application	7/01/2009
Alabama Department of Revenue	Trip and Fuel	Updates to existing application	7/06/2009
Alabama Board of Registration for Foresters	License Renewal	Updates to existing application	07/06/2009
Alabama Department of Conservation and Natural Resources	Becoming an outdoor woman	Updates to fall registration	7/15/2009
Alabama Board of Auctioneers	License Renewal	Update to existing application	7/20/2009
Alabama Department of Mental Health	Exam	Change name and Certificate	7/21/2009
Alabama Department of Conservation and Natural Resources	Coastal Bird fest	Update to existing application	7/24/2009



Alabama State Board of Respiratory Therapy	License Renewal	Date changes to existing application	7/31/2009
Alabama Board of Physical Therapy	License Renewal	Flag address changes	8/01/2009
Alabama Real Estate Appraisers Board	License Renewal	Update to existing application	8/01/2009
Alabama Board of Social Work Examiners	License Renewals	Rewrite of current application	8/04/2009
Alabama Board of Nursing	Verification Status Check	Rewrite of current application	8/05/2009
Alabama Criminal Justice Information Center	Criminal Histories	Added sex offenders	8/10/2009
Alabama Department of Conservation and Natural Resources	Intranet - DCNR Pay	Update to existing application	8/11/2009
Alabama State Board of Public Accountancy	License Renewal	Rewrite of current application	8/17/2009
Alabama Real Estate Commission	Menu	Update to existing application	8/18/2009
Alabama Real Estate Commission	School Renewal	Text and date changes	8/18/2009
Alabama Real Estate Commission	Instructor Renewal	Text and date changes	8/18/2009
Alabama Department of Revenue	Abandon Vehicles	Update to existing application	8/31/2009
Alabama State Board of Chiropractic Examiners	Individual Verification	Allows users to verify chiropractic licensees	8/31/2009
Alabama Board of Nursing	LPN Renewal Updates	Update to existing application	09/01/2009
Alabama Bar Association	License Renewals	Updates to existing application for new year	09/03/2009
Alabama Board of Examiners for Speech-Language Pathology and Audiology	License Renewal	Updates to existing application	10/01/2009
Alabama Department of Public Health	Facility Renewals	Updates to existing application	10/01/2009

Alabama State Board of Licensure for Professional Engineers and Land Surveyors	License Renewal	Updates to existing application	10/01/2009
Alabama State Banking Department	Small Loan	Rewrite License Renewals	10/01/2009
Alabama Home Builders Licensure Board	License Renewals	Application Rewrite	10/01/2009
Alabama Board of Optometry	License Renewal	Updates to existing application	10/01/2009
Alabama Plumbers and Gas Fitters Examining Board	License Renewal	Updates to existing application	10/01/2009
Alabama Board of Examiners in Marriage and Family Therapy	License Renewal	Updates to existing application	10/01/2009
Alabama State Banking Department	License Renewal	Rewrite of existing application	10/01/2009
Alabama State Banking Department	Bank Renewal	Updates to existing application	10/01/2009
Alabama Department of Public Health	EMS Provider	Rewrite of existing application	10/16/2009
Alabama State Board of Veterinary Medical Examiners	License Renewal	Update to Existing application	10/19/2009
Alabama Department of Revenue	Revenue Export File	Updated file for ETC, ET8, PSE and Tax Estimations	10/26/2009

## In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Board of Cosmetology	Group Verifications	Allows users to verify licenses	This application is in agency testing	August 2009
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in agency testing	December 2008
Alabama Department of Revenue	Auto Dealers License Renewal/Initial	Allows auto dealers to renew and apply for license online	This application is in agency testing	October 2008
Alabama Department of Public Safety	Accident Report Sales	Update to existing application	This application is in agency testing	TBD
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	This application is in agency testing	July 2009
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in agency testing	TBD
Alabama Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate license	This application is in agency testing	October 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2009
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009

## In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	June 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	June 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in pre-project phase	October 2009
Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in development	June 2009
Alabama Alcoholic Beverage Control Board	Alcoholic Representative IDs	Allows current ID holders to renew online	This application is in pre-project phase	September 2009
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in pre-project phase	October 2008
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in pre-project phase	TBD

Alabama Criminal Justice Information Center (ACJIC)	Mapping Crime Stats	Allows users to see interactive crime maps	This application is in pre-project phase	TBD
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single father's questions.	This application is in development	TBD
Alabama Department of Child Abuse & Neglect Prevention	Grant Application	Allows users to apply for grants online	This application is in pre-project phase	April 2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in pre-project phase	TBD
Alabama Board of Nursing	Initial approval for AP Nursing CNM/CRNP	Allows CRNP and CNM to apply for a collaborative license	This application is in development	November 2009
Alabama Supreme Court	Merchant Service	Allows attorneys to pay for online filings	This application is in pre-project phase	TBD

## Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding sex offender registry data	This application is in development	TBD
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in agency testing	April 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in development	April 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in internal testing	April 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2009
Alabama Department of Conservation and Natural Resources	Intranet for Existing Pay Application	Updates to existing application	This application is in internal testing	June 2009
Alabama Real Estate Commission	Certification	Updates to existing application	This application is in development	June 2009
Alabama Board of Nursing	Address change form	Updates to existing application	This application is in the pre project phase	August 2009
Alabama Real Estate Commission	Instructor Renewal	Update to dates and receipt page	This application is in the pre project phase	June 2009

Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Cosmetology	License Renewals	Updates to existing application	This application is in development	July 2009
Alabama Board of Social Work Examiners	License Renewals	Add inactive status	This application is in the pre project phase	August 2009
Alabama Board of Nursing	Rein, Exam, Endorsement	Update Regulatory questions	This application is in agency testing	September 2009
Alabama State Board of Licensure for Professional Engineers and Land Surveyors	Firm Renewal	Updates to existing application	This application is in development	November 2009

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## **SERVICE REQUESTS**

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### **Service Request #215**

Alabama Alcoholic Beverage Control Board – Monthly Agent Epackets

Alabama Interactive requests and recommends this service for the Alabama Alcoholic Beverage Control Board is added to the network. The online application will be a transaction fee service and will be developed at minimum to the department.



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## MONTH IN REVIEW

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Total October AI Network Transactions:	473,353
Average Successful Request per Day:	15,270
Total October alabama.gov Visitors:	453,908
Total October alabama.gov Page Views:	1,089,883
Total October alabama.gov Chats or Offline Messages from Live Help:	267

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## OPERATIONS & ADMINISTRATION

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The Alabama Interactive development team welcomed Brett Forster as our newest Java developer. Brett is a recent graduate of ITT Technical Institute where he majored in Software Application and Programming. In his first month with Alabama Interactive, Brett has already shown himself to be a valuable asset and addition to the development team by re-writing 2 older applications.

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## OTHER BUSINESS/IN CLOSING

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In closing, October brought the beginning of the renewal season and the end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at [barrett@alabamainteractive.org](mailto:barrett@alabamainteractive.org)

Respectfully Submitted,

Barrett Gilbreath